



Vermont State Workforce Development Board

Operating Committee - Meeting Minutes

June 27th, 2022

1:00 pm – 2:00 pm

Committee Members in Attendance: Lindsay Kurrle, Heather Bouchey, Joyce M Judy, Michael Harrington, Jenny Samuelson, Chris Loso, Adam Grinold

Guests in Attendance: Victoria Biondolillo, Abigail Rhim, Jacob Greenberg

Executive Director Victoria Biondolillo began the meeting at 1:03 pm. She told the group that the purpose of this meeting was to review the survey and breakout room feedback from the previous session and determine what the Operating Committee is looking for from the Workforce Development Board as a whole. She also noted the importance of keeping the governor's strategic framework in mind, brainstorming key priorities, and identifying important individuals that should be included in the process throughout the meeting.

Beginning with the survey summary from the previous session, Victoria Biondolillo highlighted the need for overall coordination, communication (including diversity and workforce gaps) and action based on feedback.

Next, Victoria Biondolillo addressed key takeaways from the previous meeting's breakout session. She stressed the pillars of relocation & recruitment, workforce supports, and system alignment. She also discussed supporting existing structures while keeping out of existing policy debates that outside of the Board's scope.

Victoria Biondolillo then noted the envisioned three main roles of the State Workforce Development Board.

1) Convener - create a vision and convene partners around it. 2) Connector – develop and model strategic partnerships. 3) Conductor - keep the system accountable (qualitative and quantitative).

Chris Loso asked if there have been any best practices examples of other states following the Convener, Conductor, and Connector roles

Victoria Biondolillo responded stating that the board would use similar frameworks to successful states while adapting to fit unique workforce issues seen in Vermont

Adam Grinold asked what feedback the Operating Committee was specifically supposed to provide

Victoria Biondolillo stated that she saw the role of the Operating Committee as providing a top line vision and setting priorities while different groups would work on specifics. She then showed the committee the Workforce Development Board's Strategic Plan for the fiscal year 2023, and asked members for feedback on the plan's vision statement.

Michael Harrington noted that it is important to include the board's specific vision and goals in the statement

Adam Grinold agreed that the Board should be included in the vision statement.

Heather Bouchey mentioned that the idea of alignment in the vision statement needed further contemplation and clarification

Victoria Biondolillo suggested viewing alignment as system coordination where players in different agencies work in tandem. She then asked committee members if they think the vision statement needed to be reworked to adopt the Board's goals.

Michael Harrington asked Adam Grinold when this statement was reworked initially. Adam Grinold responded that this was done in response to s183.

Victoria Biondolillo noted that the statement could be added to by noting the board's objectives under the initial statement.

Michael Harrington expressed concern about the creation of an Office of Workforce Expansion (coming out of the Vermont Legislature) creating redundancy and suggested that the committee be mindful of this down the road.

Adam Grinold observed a consensus of sticking with the current vision statement except for incorporating the Workforce Board into it

In relation to the idea of on "alignment" of workforce systems, Victoria Biondolillo asked committee members what deliverables board members are looking for and the direction in which they should move.

Heather Bouchey listed different potential interpretations of of alignment, including employer need, alignment at key points of transition (ex. Middle to highschool, upscale or resale), and coordination of services to reduce redundancy

Joyce Judy recommended putting in a continuum and accessing ins-and-outs to measure the success of Workforce Expansion.

Victoria Biondolillo asked committee members to consider what Vermont businesses are broadly looking for from the State in terms of deliverables. She mentioned services from AHS and funding as examples.

Chris Loso discussed a previous NYC project in response to this question. The project involved revamping a website for customers and was customer centric. Chris noted the importance of the Workforce Board being customer centric and user friendly instead of agency specific.

Chris Loso additionally recommended that employers provide input on the Workforce Growth system to improve its productivity throughout the year. Victoria Biondolillo noted that this idea fits in with the theme of the board as a convener.

Michael Harrington recommended thinking about customers who are using the system as opposed to internal members. He also reaffirmed the idea of being user friendly and suggested a general intake method for consumers that would promote efficiency and ease of access for services.

Adam Grinold stressed the importance of the Workforce Board being seen as a key leader and communicator by service providers and community at large which isn't currently the case.

Victoria Biondolillo noted the consensus in the committee that successful service delivery is important when discussing alignment. She then asked committee members how the progress of alignment should be tracked.

Chris Loso suggested progress should also be associated with “One Stop Shops.” He also requested clarification about the board’s role and the most effective use of their time

Victoria Biondolillo established that perfect world, the role of the board would be monitoring metrics and figuring out where there is overperformance or underperformance instead of approving specific steps.

Heather Bouchey argued that in addition to asking service providers for feedback, there needs to be some way to capture the experience of service receiving participants.

Michael Harrington recommending coming up with a different word than “monitoring” which sounds too much like “auditing”.

Victoria Biondolillo mentioned that if the board could point to concrete examples of success, they could later be brought to the legislature for recommendations of increased funding in certain areas. She noted that this tied in with the idea of monitoring for the purpose of system improvement rather than compliance.

Joyce Judy recommended using the word tracking instead of monitoring.

Michael Harrington observed that the board has never flexed its leverage muscle. He noted that businesses on the board should support policy recommendations alongside state employees.

Victoria Biondolillo summarized stated ideas of alignment as coordinating and tracking workforce systems and asked for further input.

Michael Harrington explained alignment as eliminating duplication or waste and creating a workforce system that meets the needs of employers with a feedback loop.

Adam Grinold stressed the importance of looking to the future and having a constant feedback loop.

Victoria Biondolillo moved on, asking committee members who from their agencies or departments need to be involved in this conversation specifically. Members to communicated names via email or via the MS Teams chat.

Victoria Biondolillo again summarized alignment as seamless service delivery. Heather Bouchey noted that the board should still be more concrete and specific with a definition.

Finally, Victoria Biondolillo addressed the goals of the next meeting, which would be to take the feedback from today and come up with a clearly defined version of an aligned system, which would be presented to the committee next session

The meeting adjourned.

Respectfully Submitted by Jacob Greenberg

Jacob Greenberg, Intern, Vermont Governor’s Office